



CITY OF HOUSTON

Job Posting

Applications accepted from:

All Persons Interested

Job Classification

9-1-1 TELECOMMUNICATOR

Posting Number

PN# 108948

Department

HOUSTON EMERGENCY CENTER

Division

9-1-1 Emergency Network

Section

N/A

Reporting Location

5320 North Shepherd

Workdays & Hours

Rotating Shifts & Off Days*

*Subject to change

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Responds to citizens' requests for emergency services by determining the type of problem and transferring the 9-1-1 telephone calls to the appropriate agencies.

- Answers 9-1-1 emergency telephone calls from citizens or agencies for Police, Fire and Emergency Medical Services in a timely manner. Determines the nature and priority of the emergency and assists callers in a professional and efficient manner.
- Operates various electronic telephone equipment, i.e., Plant Vesta and Meridian Telephone Systems. Uses equipment to receive and transfer incoming calls, to replay calls for clarification and to process hearing impaired calls using a TDD device.
- Enters essential call and location information into Window's NT Computer System and various applications of the Plant Vesta System to view and retrieve information efficiently.
- Recognizes critical situations and alerts supervisor on complicated and unusual situations.
- Physically locates 9-1-1 telephone calls and identifies vehicles' locations using the geographic display (MapStar).
- Refers calls to City departments other than Police and Fire and outside governmental, social or community agencies.
- May be required to be "on call" during emergency situations.

WORKING CONDITIONS

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

MINIMUM EDUCATIONAL REQUIREMENTS

Requires a high school diploma or a GED.

MINIMUM EXPERIENCE REQUIREMENTS

One (1) year of experience in a high volume telephone or customer service environment or a high stress environment is required.

MINIMUM LICENSE REQUIREMENTS

Must provide certification of successful completion of or complete within one (1) year of employment a telecommunications-training program in compliance with the Texas Commission on Law Enforcement Officers Standards and Education (TCLEOSE) guidelines.

PREFERENCES

Preference will be given to those applicants with experience in an environment similar to Public safety (e.g., Police, Ambulance or Fire) and bilingual skills are preferred.

SELECTION/SKILLS TESTS REQUIRED

Must be able to pass a City-administered PC keyboard test proficiency of 20 wpm. Applicant also must pass hearing test.

SAFETY IMPACT POSITION

☒ Yes ☐ No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range - Pay Grade 14

\$861.00 - \$1,159.00 Biweekly \$22,386.00 - \$30,134.00 Annually

OPENING DATE

February 15, 2006

CLOSING DATE

Open Until Filled

APPLICATION PROCEDURES

Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1ST Level. **For application status inquiries, please call (713) 884-3911.** All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.

Our TDD phone number is (713) 837-9471.

An equal opportunity employer